Cisco Unity Express Voice-Mail System User's Guide

Release 2.1

This guide provides information about some advanced voice-mail features of your Cisco Unity Express voice-mail system. Use this guide together with the *Cisco Unity Express Voice-Mail System Quick Start Guide*, which covers the basic features of your voice-mail system.

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Accessing Cisco Unity Express by Phone

Dial the internal or external phone number to call Cisco Unity Express.

- If you are calling from your own phone, and you are asked for a PIN, enter it and press #.
- If you are calling from an external phone number or are calling from someone else's phone extension:
  - If the system asks for your ID (usually your phone extension), enter it and press #. Then enter your PIN and press # again.
  - If the system asks for your PIN, press *. At the prompt, enter your ID (usually your phone extension) and press #. Then enter your PIN, and press # again.

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Managing Greetings

Greetings are messages that callers hear when they reach your voice mail. You can have the following greetings:

- standard greeting—the normal greeting played to callers when they reach your voice mail. This can be either the default system greeting ("Sorry, <extension xxxx>/<user name> is not available") or a greeting that you have recorded and chosen as your own standard greeting.
- alternate greeting—the alternate greeting that is recorded by you and is turned on or off using the voice-mail menu. This greeting is used as an alternative to your standard greeting; for example, if you are on vacation, you can record a special greeting that is played to callers during the time that you are away.

To manage greetings:

Step 1 Perform steps in "Accessing Cisco Unity Express by Phone" to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 Press **1** to access the Greetings menu. Your active greeting plays.

- To rerecord your current greeting, press 1. See "Rerecording Your Current Greeting".
- To turn on or turn off your alternate greeting, press **2**. See "Turning Alternate Greetings On and Off".
- To rerecord your standard and alternate greetings, press **3**. See "Rerecording Your Standard Greeting" and "Rerecording Your Alternate Greeting".
- To hear all greetings, press **4**. See "Reviewing All Greetings".

Rerecording Your Current Greeting

Step 1 After your current greeting plays, press **1** to rerecord your current greeting.

Step 2 At the tone, speak your greeting. When finished, press **#**.

Step 3 Your newly recorded greeting plays. To accept this greeting and continue, press **#**. To rerecord, press **1**.

Turning Alternate Greetings On and Off

Step 1 To turn on or turn off your alternate greeting, press **2** in the Greetings menu.

Step 2 If your alternate greeting is turned on, the system plays your alternate greeting. Press **2** to turn off your alternate greeting.

If your alternate greeting is not turned on, press **2** to turn it on.

If you have not yet recorded an alternate greeting, or want to rerecord your alternate greeting, perform the steps in Rerecording Your Alternate Greeting.

Rerecording Your Standard Greeting

To rerecord your standard greeting:

Step 1 In the Greetings menu, press **3**.

Step 2 Press **1** to rerecord your greeting.

Step 3 At the tone, speak your greeting. When finished, press #.

Step 4 Your newly recorded greeting plays. To accept this greeting and continue, press #. To rerecord, press **1**.

Rerecording Your Alternate Greeting

To rerecord your alternate greeting:

Step 1 In the Greetings menu, press **3**.

Step 2 Press **3** to rerecord your greeting.

Step 3 At the tone, speak your greeting. When finished, press #.

Step 4 Your newly recorded greeting plays. To accept this greeting and continue, press #. To rerecord, press **1**.

Reviewing All Greetings

Step 1 To listen to all greetings, press **4** in the Greetings menu. Your standard greeting, alternate greeting, and current greeting play.

Step 2 You can perform the following actions:

- To rerecord the current greeting, press **1**.
- To turn on or off your alternate greeting, press **2**.
- To rerecord other greetings, press **3**.
- To repeat the review of all of your greetings, press **4**.

Changing Your Password

To change your voice-mail password, perform the following steps:

Step 1 Perform steps in "Accessing Cisco Unity Express by Phone" to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 Press **3** to access your personal settings.

Step 4 Press **1** to change your password.

Step 5 Enter your new password. Press # when finished.

Step 6 Enter your new password again to confirm, and press #.

Note You can also change your password using the Cisco Unity Express Graphical User Interface (GUI). Access the GUI using Microsoft Internet Explorer to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID, or password.

Changing Your Recorded Name

To change your recorded name, or the name that identifies you to callers, perform the following steps:

Step 1 Perform steps in "Accessing Cisco Unity Express by Phone" to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 Press **3** to access your personal settings.

Step 4 Press **2** to change your recorded name.

Step 5 To record a new name, wait for the tone and say your first and last name. When finished, press #.

Step 6 Your newly recorded name plays. Press # to keep it, or **1** to rerecord.

Using Distribution Lists

Use distribution lists to send a voice-mail message to more than one system user at the same time. Members of lists can be any of the following:

- Users
- Groups
- General-delivery mailboxes
- Other public lists
- Other private lists

Note You can also access and modify your private distribution lists using the Cisco Unity Express GUI. Access the GUI using Microsoft Internet Explorer to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID, or password.

Accessing the Distribution Lists Menu

To access the Distribution Lists Menu, perform the following steps:

Step 1 Perform steps in "Accessing Cisco Unity Express by Phone" to reach the main voice-mail menu.

Step 2 Press **4** to access the Setup Options menu.

Step 3 In the Setup Options menu, press **2**.

Step 4 Press **4** to access voice-mail distribution lists.

Note In Cisco Unity Express Release 2.1, **4** is the only option in this menu.

In the Distribution Lists Menu, you can select the following actions by number:

1	Review your private distribution lists. See "Reviewing Your Private Distribution Lists" below.
2	Add or modify private distribution list members and recorded names. See "Adding a Private Distribution List" or "Modifying a Private Distribution List" below.
3	Delete a private distribution list. See "Deleting a Private Distribution List" below.
4	Review public distribution lists. See "Reviewing Public Distribution Lists" below.
5	Add or modify public distribution list members and recorded names. See "Adding a Public Distribution List" or "Modifying a Public Distribution List" below.
6	Delete a public distribution list. See "Deleting a Public Distribution List" below.

Configuring Private Distribution Lists

Reviewing Your Private Distribution Lists

Step 1 In the Distribution Lists Menu, press **1** to hear a listing of your private distribution lists.

Step 2 Enter the list number (1 through 5) to hear the members of the list.

During list review, you can select the following actions by number:

3	Delete a member. Press during playback of member's name. Press **1** to confirm removal.
7	Repeat playback of previous member.
77	Rewind to beginning of list.
8	Pause playback.
9	Skip forward to next member.
99	Skip forward to final member of the list.

Adding a Private Distribution List

Step 1 In the Distribution Lists Menu, press **2**.

Step 2 Enter the number of an empty, unconfigured list (1 through 5).

Step 3 Follow the instructions in "Modifying a Private Distribution List" below to add one or more members to the list, or to record a list name. The list is saved and you have created a new distribution list.

Modifying a Private Distribution List

Step 1 In the Distribution Lists Menu, press **2**.

Step 2 Enter the list number (1 through 5).

Step 3 Select one of the following actions by number:

1	Add a member to the list. See "Adding a Member to a Private Distribution List" below.
2	Play names of current list members. See options in "Reviewing Your Private Distribution Lists" or press # to exit.
3	Remove a member. See "Removing a Member from a Private Distribution List" below.
4	Record name of list. See "Recording the Name of a Private Distribution List" below.

Adding a Member to a Private Distribution List

Step 1 In the Distribution Lists Menu, press **2** and select the list number.

Step 2 Press **1** to add a member.

Step 3 Enter the member name (default), or press ## to switch between addressing by name and addressing by number.

Step 4 Press # after each entry.

Step 5 If multiple member names are presented, choose the member by number.

Step 6 Press # to stop adding members.

Removing a Member from a Private Distribution List

Step 1 In the Distribution Lists Menu, press **2** and select the list number.

Step 2 Press **3** to delete a member.

Step 3 Select one of the following actions by number:

1	Play names of current list members and remove during playback. See options in "Reviewing Your Private Distribution Lists". Press # to exit.
2	Remove a list member by name or extension: 1. Enter the member name (default), or press ## to switch from addressing by name to addressing by number. 2. Press # after each entry. 3. If multiple member names are presented, choose the member by number.

Recording the Name of a Private Distribution List

Step 1 In the Distribution List Menu, press **2** and select the list number.

Step 2 Press **4** to record the list name.

Step 3 At the tone, record the list name.

Tip Record the number of the list as well as the name.

Step 4 During recording, you can select one of the following actions by number:

1 or #	Stop recording. The recording is played back. Press **1** to rerecord, or # to keep the recorded name.
2	Save the recording. The recording is played back. Press **1** to rerecord, or # to keep the recorded name.
3	Delete the recording and start over.

Deleting a Private Distribution List

Step 1 In the Distribution Lists Menu, press **3**.

Step 2 Enter the list number (1 through 5), or press ## to switch from number entry to name entry. Spell the name of the distribution list.

Step 3 If more than one list is found, choose the list number.

If only one list is found, press # to delete the list.

Configuring Public Distribution Lists

Reviewing Public Distribution Lists

Step 1 In the Distribution Lists Menu, press **4**.

Step 2 Enter the list number of the list you want to review.

During list review, you can select the following actions by number:

3	Delete a member. Press during playback of member's name. Press **1** to confirm removal. **Note** You can only delete members of public distribution lists that you own.
7	Repeat playback of previous member.
77	Rewind to beginning of list.
8	Pause playback.
9	Skip forward to next member.
99	Skip forward to final member of the list.

Adding a Public Distribution List

Step 1 In the Distribution Lists Menu, press **5**.

Step 2 Enter the number of an empty, unconfigured list (1 through 5).

Step 3 Follow the instructions in "Modifying a Public Distribution List" below to add one or more members to the list, or to record a list name. The list is saved and you have created a new distribution list.

Modifying a Public Distribution List

Note You can only modify public distribution lists that you own.

Adding a Member to a Public Distribution List

Step 1 In the Distribution Lists Menu, press **5** and select the list number.

Step 2 Press **1** to add a member.

Step 3 Enter the member name (default), or press ## to switch from addressing by name to addressing by number.

Step 4 Press # after each entry.

Step 5 If multiple member names are presented, choose the member by number.

Step 6 Press # to stop adding members.

Removing a Member from a Public Distribution List

Step 1 In the Distribution Lists Menu, press **5** and select the list number.

Step 2 Press **3** to delete a member.

Step 3 Select one of the following actions by number:

1	Play names of current list members and remove during playback. See options in "Reviewing Public Distribution Lists". Press # to exit.
2	Remove a list member by name or extension: 1. Enter the member name (default), or press ## to switch from addressing by name to addressing by number. 2. Press # after each entry. 3. If multiple member names are presented, choose the member by number.

Recording the Name of a Public Distribution List

Step 1 In the Distribution Lists Menu, press **5** and select the list number.

Step 2 Press **4** to record the list name.

Step 3 At the tone, record the list name.

Tip Record the number of the list as well as the name.

Step 4 During recording, you can select one of the following actions by number:

1 or #	Stop recording. The recording is played back. Press **1** to rerecord, or # to keep the recorded name.
2	Save the recording. The recording is played back. Press **1** to rerecord, or # to keep the recorded name.
3	Delete the recording and start over.

Deleting a Public Distribution List

Note You must own a list to delete it.

Step 1 In the Distribution Lists Menu, press **6**.

Step 2 Enter the list number (1 through 5), or press ## to switch from number entry to name entry. Spell the name of the distribution list.

Step 3 If more than one list is found, choose the list number.

If only one list is found, press # to delete the list.

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